

Consignment tracking of pallets

Info always at your fingertips

As a sender of sorted large print run consignments of letters, mailings or catalogues, you can track the processing status of your palletized consignments quickly and free of charge with the "Track consignments Business" online service. The additional information allows the order processing status to be called up and precise planning of the downstream processes.

As a rule, large mailings result in downstream processes such as follow-up campaigns by call centres or fulfilment services. Consignment tracking of pallets helps you provide the resources required in good time. Consignment tracking of pallets is possible for the following bulk mailings: letter mail (local and district bundles) such as A Mail, B Mail individual mailings, B Mail bulk mailings, OnTime Mail and for catalogues.

Palletized consignments with consignment tracking are processed at letter sorting centers. For palletized letter mail, the pallet's status is recorded twice: once at the acceptance point and a second time at the sorting center. For palletized catalogues, however, the status of the pallet is recorded three times: first at the acceptance point, then at the sorting center and finally before delivery.

Smooth processing

A simple and functionally-designed pallet note with barcode specially designed for pallets is affixed to the surface of palletized consignments for consignment tracking purposes. It contains all consignment-relevant information. At certain locations in the logistics processing, a scanner reads the barcode and sends the information to the "Track consignments Business" online service. You can access the information from your PC using your login at www.swisspost.ch.

Secure identification

The barcode structure for consignment tracking of pallets is identical for letter and catalogue mailings. But it differs from the letter and parcel codes in terms of content and design.

General features:

Type Code 128
 Character set C (numerical characters only)
 Standard ISO/IEC 15417

The barcode structure at a glance

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
9	1	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Fixed pallet scanning code		Identification of the product ¹		New franking licence (assigned by Swiss Post)				Order number ² (available to you)				Postcode area of pallet ³		Serial pallet number ⁴ 0001-9999			

¹ A Mail = 01, B Mail individual mailings = 02, B Mail bulk mailings = 03, OnTime Mail = 04, B2-Post Import = 20 (must not be 00, otherwise the allocation is missing).

² Certain details in the barcode, such as the order number, are optional. If no identification is provided in the corresponding boxes, zeros must be entered instead of the numbers.

³ The postal area details must be filled in. The relevant information can be found on the numbering plan at www.swisspost.ch/upstream-services.

⁴ The more details you declare about the pallets (e.g. pallet number), the greater the information content for you. The pallet must not be identified with "0000".

Important: The same sequence of numbers may be used again only after 60 days, otherwise there is no benefit for you and a unique allocation cannot be guaranteed.

Track consignments using the online service

Using the “Track consignments Business” online service (www.swisspost.ch/online-services), you have quick and simple access to the status of your palletized consignments. Access takes place via a reserved franking licence number.

Your access to the system

To create the barcodes and process the “Postsort Mail postage optimization”, you need a four-digit franking licence number as the customer. If you or your logistics partner have not yet received such a number, please contact your customer advisor or contact Customer Service on +41 (0)848 888 888.

Mailing location for pallets with consignment tracking

Letter mail:
– all Swiss Post letter centers



Labelling the pallets and bulk containers

The preparation of pallets or bulk containers must be carried out in accordance with the latest Swiss Post numbering plan.

There are four possible label colours. Shown here is the yellow label for B Mail bulk mailing. Addresses for A Mail would be white; for B Mail individual mailing, blue; and for OnTime Mail, green.



B Mail bulk consignment by center

Consignment tracking of pallets

Track your palletized consignments using the “Track consignments Business” online service (www.swisspost.ch/online-services).

How to get started

As a new customer, first register in the Customer Center at www.swisspost.ch/customer-center under the “Register” option. If you are already registered, enter your username and your password in the login field.

Customer Care starting point

Access your personal area at www.swisspost.ch. You can now start the "Track consignments Business" online service under "All online services". You can also add the service to your Favourites so that you can find it again directly in your personal area in future.

The screenshot shows the 'Track consignments Business' page with the 'Single search' tab selected. It features a search input field, a 'Reset' button, and a 'Start' button. A list of 'Consignment number examples' is provided, including Domestic Parcels, Domestic Letters, International Letters, International Parcels, Domestic Couriers, International Couriers, and Domestic Pallets.

Single search

If you wish to query a single pallet, enter the corresponding consignment number in the Single search window.

The screenshot shows the 'Track consignments Business' page with the 'Advanced search' tab selected. It features a 'Prepay licence' section with radio buttons for 'Parcels/Express', 'Letters with Letter ID', and 'Pallet'. The 'Date' section has 'from' and 'to' date pickers. The 'Handed over' section has radio buttons for 'on screen', 'on file (CSV)', and 'on file (XML)'. The 'Order number', 'Routing area', and 'Consignment number' sections each have 'from' and 'to' input fields. 'Reset' and 'Start' buttons are at the bottom.

Advanced searches

For more comprehensive queries, select "Advanced search". Click on the "Pallet" button.

Consignment tracking of pallets

The screenshot shows the 'Advanced search' section of the SWISS POST Customer Center. It features several search criteria sections: 'Prepay licence' with radio buttons for 'Parcels/Express', 'Letters with Letter ID', and 'Pallet'; 'Date' with 'from' and 'to' date pickers; 'Order number' with 'from' and 'to' text input fields; 'Routing area' with 'from' and 'to' text input fields; and 'Consignment number' with 'from' and 'to' text input fields. There are also 'Reset' and 'Start' buttons at the bottom right.

Options under "Advanced search":

- Select products and franking licences: the system displays all current consignments and franking licences. The structure of the number block corresponds to the barcode structure.
- Select the period to search: the maximum period is 31 days.
- Limit search: limit the search by order number, postcode area and pallet number. Enter the order number to search by postcode area. Enter the order number and the postcode area to search by pallet number.
- Select export format: have the results exported to your screen or as a CSV file.

Start the search process by clicking "Start".

The screenshot shows the 'Search results' page for a specific pallet. It includes a table with the following data:

Date	Time	Event	Processed by	Notes
Thu	14.11.2019	16:00	Time at which your consignment was mailed	4621 Härkingen BZ Abnahme
Tue	19.11.2019	10:03	sorted for delivery	4621 Härkingen Briefzentrum
Tue	19.11.2019	10:03	Completed	4621 Härkingen Briefzentrum

Display on screen

The search results are displayed in a separate window. More detailed information is displayed if you click on [+].

Clicking on [→] will take you from one results page directly to the next.

Export as a CSV file

This prompt appears if there are more than 50 search results.

Query screen

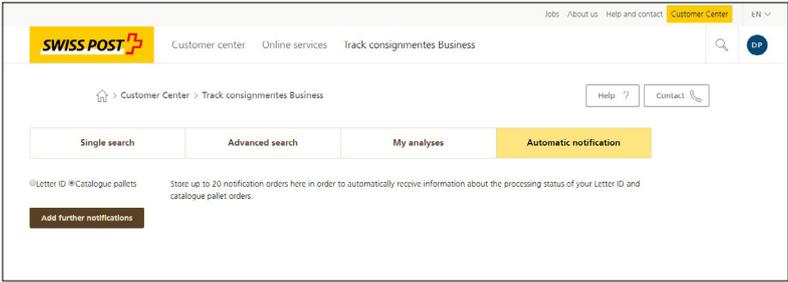
- If you click on "Next" under "Immediate analysis", you are given an overview of a maximum of 50 consignments in Excel format.
- For a detailed analysis, enter your e-mail address and click on "Next". As soon as the system has created the detailed analysis, you will receive a message with the link to the file by e-mail. A maximum of 1,000 pallets are displayed.

Monitor pallets

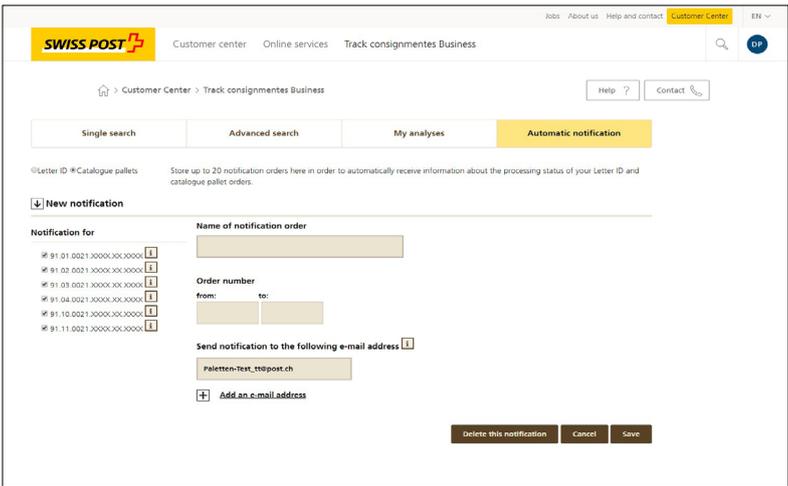
Do you want to know when your consignments are processed? You can monitor your pallets with the notification system. By selecting a few settings in the "Track consignments Business" online service, you can use this function. This way, you can receive the relevant information and monitor the follow-up processes cost-efficiently.

Here's how it works

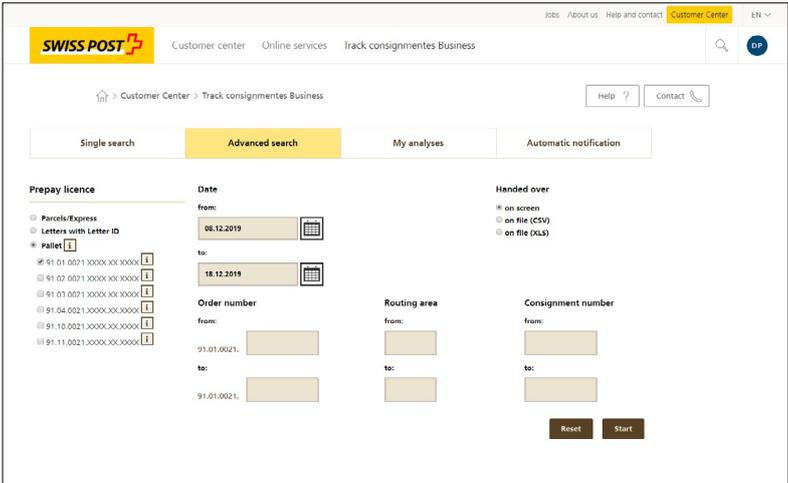
Start the "Track consignments Business" online service (www.swisspost.ch/online-services) and log in as usual. Then click on the "Automatic notification Letter ID & Catalogue pallets" tab. Click on "Pallet Catalogue" and click the "Add further notifications" button.



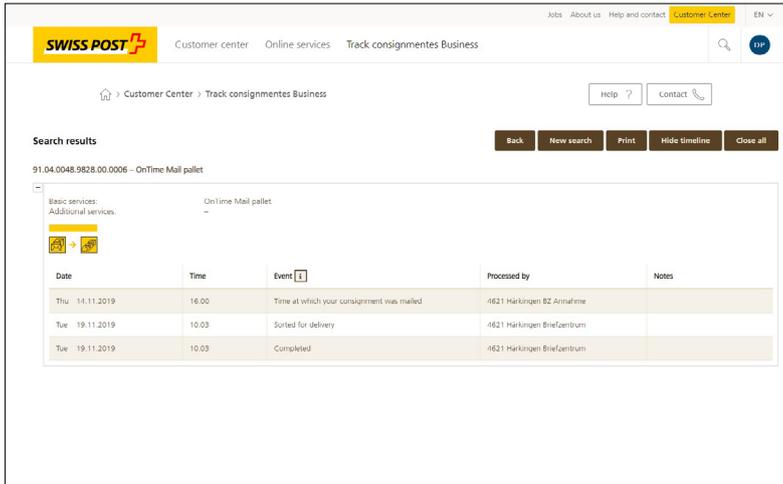
If a pallet has arrived at the Letter Center, then you will receive a notification at the e-mail address you have given. You can have up to 10 e-mail addresses (e.g. Call Center Agent, Head of Customer Service, etc.). This order can be changed or deleted at any time.



Select the "Advanced search" tab and enter your details, e.g. dispatch date, order number, etc. on this page. When complete, click on "Start" on the bottom right hand side.



Consignment tracking of pallets



Customer center Online services Track consignments Business

Home > Customer Center > Track consignments Business

Search results

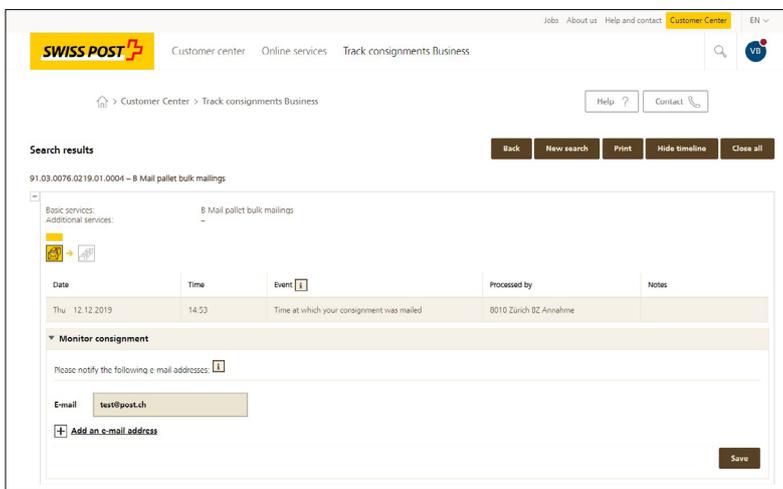
91.04.0048.9828.00.0006 – OnTime Mail pallet

Basic services: OnTime Mail pallet
Additional services: –

Date	Time	Event	Processed by	Notes
Thu 14.11.2019	16.00	Time at which your consignment was mailed	-621 Hürkingen BZ Annahme	
Tue 19.11.2019	10.03	Sorted for delivery	-621 Hürkingen Briefzentrum	
Tue 19.11.2019	10.03	Completed	-621 Hürkingen Briefzentrum	

The results of your query will appear. The pallets marked yellow – see the “Monitor” button bottom right – have not yet been fully processed and therefore cannot be tracked.

Click on the “Monitor” button and take the information to the following screen.



Customer center Online services Track consignments Business

Home > Customer Center > Track consignments Business

Search results

91.03.0076.0219.01.0004 – B Mail pallet bulk mailings

Basic services: B Mail pallet bulk mailings
Additional services: –

Date	Time	Event	Processed by	Notes
Thu 12.12.2019	14.53	Time at which your consignment was mailed	8010 Zurich BZ Annahme	

Monitor consignment

Please notify the following e-mail addresses:

E-mail: test@post.ch

+ Add an e-mail address

Save

Now you will receive a notification for every status update on the pallet (e.g. “sorted for delivery”).

We recommend this monitoring function if you want to know whether a particular pallet has already arrived at the delivery office.